

Washoe County Parent/Guardian Survey - Intake

1. Juvenile Services Involvement has been helpful for my child.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. My child has made positive behavioral changes because of his/her time under informal supervision.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. The charges and expectations were clearly explained to me and my child.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. The lobby was family-friendly.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. The clerical office staff was helpful and polite.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. I was satisfied with the consequence(s) my child received.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. I was satisfied with the amount of contact I had with Juvenile Services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. My child's Case Manager responded to me in a timely manner.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Our Case Manager worked with me and my child to complete the required sanctions.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Our Case Manager acted in my child's best interest.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. If/when I ever made a complaint to Juvenile Services, I was satisfied with how well my issue was resolved?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. If/when my child was in the detention facility, Detention staff was professional.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. What suggestions do you have for improving the services provided to youth and families in Washoe County?

14. What did we do really well?